GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:792
ANSWERED ON:07.02.2017
Hallmarking Certificate
Poddar Smt. Aparupa

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the quantum and financial volume of gold jewellery exported by India in the last three years;
(b) whether any complain has been received so far against the quality, caratage, or hallmarking certificate of those exported jewellery from the foreign buyers or World Gold Council, if so, measures taken to resolve the issues;
(c) whether the Government is aware that the faulty hallmarking system of gold, still prevailing in the country, is helping dishonest jewellers to dupe several customers, if so, the steps taken by the Government to safeguard the interest of the consumers;
(d) the measures taken so far to spread awareness about buying only hallmarked jewellery especially of gold and silver among common people in the last three years;
(e) the number of incidents involving customers being cheated in terms of purity/ quality of gold/ornament they bought and the actions taken thereon; and
(f) the number of raids conducted, if any, in the last three years in Assaying Centres, authorised recognized to issue hallmarking certificates and the outcome thereof?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) : The quantum and financial volume of gold jewellery India exported in the last three years are given in Annexure-I.
(b) : The Government has not received any complaints regarding quality, caratage of hallmarking certificate of those exported jewellery from the foreign buyers or World Gold Council.

(c) : To safeguard the interest of the consumer, in April 2000 the gold hallmarking scheme was started by BIS. The gold hallmarking scheme is voluntary in nature and the jewelers interested in selling hallmarked jewellery have to obtain licence from BIS. A licensee jeweler under the scheme has to get their jewellery hallmarked for purity from BIS recognized Assaying and Hallmarking (A&H) Centres.

(d) : BIS organizes consumer awareness programs and jewellers awareness programme, wherein the details of Hallmarking Scheme are explained to the participants. The numbers of such programs conducted in the last three years and the current year, are given below:

Year Number of consumer awareness programmes Number of jewellers awareness programmes
2013-14 115 33
2014-15 292 40
2015-16 166 36
2016-17
Upto Dec 2016 132 30

Further, BIS to spread awareness amongst consumers regarding hallmarked jewellery/artefacts carries out advertisement through print, electronic and outdoor media.

(e) : There has been no complaint by any customer regarding cheating by BIS licensed jeweller. However, in two of the complaints relating to hallmarked jewellery by licensed jeweller, one related to the product becoming unshaped, which was replaced by the jeweler. The other complaint was related to copper percentage in jewellery for which sample was drawn by BIS, tested and found to be conforming.

(f) : Raids are not conducted on BIS recognized Assaying and Hallmarking (A&H) centres. However, surveillance audits are carried out on BIS recognized A& H centres to verify their satisfactory performance. The details of such surveillance audits are given at Annexure-II.

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